

Social/Clinical Research Manager

Role Summary: The primary role of this position is to manage and supervise all activities necessary to operate one or more social research projects, programs, or work settings. Work requires knowledge of social research concepts, practices and procedures, project/program requirements, planning and evaluation. The range of duties includes, but is not limited to: project/program administration, organizing and planning work operations, human resources management, communication, and related business and administrative responsibilities. Positions in this banded class plan, organize, conduct, and evaluate social research. Work is performed to support research or develop public programs and policies. Social research includes behavioral, economic, educational, public health/medical, public policy, sociology, and closely related areas. Social researchers create or validate theories through data collection and analysis with goals of description, explanation, prediction and decision-making.

Competency	Definition
Communication	Clearly conveying verbal, non verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listens and responds appropriately to messages from others. Prepares and/or makes presentations suited to the characteristics and needs of the audience.
Customer Service	Develops and maintains strong relationships with customers by listening and understanding the customer and responding to identified needs.
Human Resources Management	Recruits, selects, trains, counsels, disciplines, and evaluates performance of employees to retain diverse workforce; plans for and supports employees in career development opportunities. Administers and assures compliance with human resources policies and procedures as well as providing technical supervision.
Strategic Planning	Plans, coordinates and administers program objectives, and operations; manages resources, which may include budget. Provides oversight and monitors activities associated with the program goals and objectives to meet the goals of the organizational timelines.
Technical/Professional Knowledge	Possesses a high level of professional skill, knowledge and ability in specific content area(s) and keeps up with current developments and trends in area(s) of expertise. Knowledge of and ability to apply the social research principles, methods and processes (technical and/or theoretical) used to conduct a systematic and objective inquiry including study design, methods of data collection and analysis, and interpreting and reporting results; knowledge of applied research methods and statistical procedures and related information technology.

Note: Competency statements are progressive and not all competencies apply to every position/employee. Evaluate only those that apply. For positions with some supervision consider the highest level of professional work performed.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
Contributing	Journey	Advanced
<p>The primary role of this position is to coordinate activities necessary to operate a one or more social research projects, programs, or work settings. Work requires knowledge of social research concepts, practices and procedures, project/program requirements, planning and evaluation. The range of duties includes, but is not limited to: planning and coordinating work operations, human resources management, communication, and related business and administrative responsibilities. Positions in this banded class plan, organize, conduct, and evaluate social research. Work is performed to support research or develop public programs and policies. Social research includes behavioral, economic, educational, public health/medical, public policy, sociology, and closely related areas. Social researchers create or validate theories through data collection and analysis with goals of description, explanation, prediction and decision-making.</p>	<p>The primary role of this position is to manage and supervise all activities necessary to operate one or more social research projects, programs, or work settings. Work requires knowledge of social research concepts, practices and procedures, project/program requirements, planning and evaluation. The range of duties includes, but is not limited to: project/program administration, organizing and planning work operations, human resources management, communication, and related business and administrative responsibilities. Positions in this banded class plan, organize, conduct, and evaluate social research. Work is performed to support research or develop public programs and policies. Social research includes behavioral, economic, educational, public health/medical, public policy, sociology, and closely related areas. Social researchers create or validate theories through data collection and analysis with goals of description, explanation, prediction and decision-making.</p>	<p>The primary role of this position is to develop, direct, manage and supervise all activities necessary to operate one or more complex or multi-faceted social research projects, programs, or work settings. Work requires knowledge of social research concepts, practices and procedures, project/program requirements, planning and evaluation. The range of duties includes, but is not limited to: project/program administration, organizing and planning work operations, human resources management, communication, and related business and administrative responsibilities. Positions in this banded class design, plan, organize, conduct, and evaluate social research. Work is performed to support research or develop public programs and policies. Social research includes behavioral, economic, educational, public health/medical, public policy, sociology, and closely related areas. Social researchers create or validate theories through data collection and analysis with goals of description, explanation, prediction and decision-making.</p>

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Communication	<ul style="list-style-type: none"> ❑ Leads exchange of research information through technical assistance and instruction. Available as a resource and/or collaborator. ❑ Contributes by writing for quality the preparation of publications, reports or policies; and checking presentations for accuracy. ❑ Assists in grant writing/contract and proposal development to include timeliness and accuracy of the projects 	<ul style="list-style-type: none"> ❑ Consults and/or makes recommendations in the area of research or agency/program policy through effective communication about the research project(s)/program(s). ❑ Co-authors/authors manuscripts, publications, reports or policies; serves as primary presenter (i.e. writes and publishes research) ❑ Collaborates in the conception and design of original research; writes grants, contract and/or proposals. 	<ul style="list-style-type: none"> ❑ Influences/persuades upper level management and leaders to undertake new directions and initiatives; may be available as a technical expert. ❑ Develops staff to do contributing and journey level work involving public or significant impact; may be the expert. ❑ Conveys new research ideas effectively in order to develop partnerships to support original research; writes complex grants, contract and/or proposals involving multiple entities.
Customer Service	<ul style="list-style-type: none"> ❑ Seeks opportunities to build effective working relationships with other individuals and groups ❑ Builds productive relationships with key individuals and groups --both in/out of the agency -- to achieve mutually agreed upon goals ❑ Facilitates agreement on each partner's responsibilities and needed support ❑ Identifies concerns of other interested parties to find common ground 	<ul style="list-style-type: none"> ❑ Exchanges information with existing and potential partners to clarify possible benefits and problems ❑ Collaboratively determines the scope and expectations of the partnership so that all parties' needs can be met ❑ Anticipates effects of personal or unit's actions and decisions on partners ❑ Influences others to support partnership objectives through sound rationale (i.e. provides statistical consultation to others) 	<ul style="list-style-type: none"> ❑ Analyzes the organization to identify key relationships that should be initiated or improved to further the attainment of organization's goals ❑ Monitors and evaluates the partnership process and the attainment of mutual goals ❑ Works with partners to identify common goals and negotiates resources between clients to maximize outcomes ❑ Champions key issues that support common goals among stakeholders

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	<ul style="list-style-type: none"> Probes for and provides information to clarify situations and works to overcome barriers 	<ul style="list-style-type: none"> Seeks and expands on original ideas, enhances others' ideas, and contributes own ideas about the issues at hand 	
Human Resources Management	<ul style="list-style-type: none"> Establishes good interpersonal relationships by helping people feel valued, appreciated, and included during interactions Implements work plans; conducts performance reviews with the assistance of a higher-level manager. Identifies and recommends career development opportunities with employees. May provide assistance to a higher-level manager in recruitment and selection process. Reviews job descriptions to ensure currency and accuracy Contributes to the interview process Identifies pay equity (internal pay alignment instead of pay equity) issues and refers issues to management Orients new or recently promoted staff to work of unit, related policies and procedures, including safety and health 	<ul style="list-style-type: none"> Recommends and/or makes selection decision. Develops and implements work plans; conducts performance reviews; and participates in the disciplinary and grievance processes, as needed. Ensures employees have access to tools and information for career development opportunities and actively participates in employee growth and development. Plans and delivers on-the-job training. Reviews staff allocations to determine appropriate levels of staff Recruits staff that meet competencies defined in the job description Develops recruitment strategies to ensure diverse workforce Recommends solutions to pay equity (internal pay alignment instead of pay equity) issues across organizational units as appropriate 	<ul style="list-style-type: none"> Oversees unit/organization supervisors to ensure compliance with recruitment and selection policies and procedures. Oversees unit/organization supervisors to ensure compliance with performance management policies and procedures. Recommends resolution of disciplinary and grievance issues, as needed. Reviews and authorizes training opportunities for unit/organization. Leads employee growth and development initiatives. Identifies staffing gaps brought about by retirement and turnover, and develops (implements instead of develops) strategies to address issues considering current and projected workloads Addresses pay equity issues when making pay decisions

COMPETENCY	CONTRIBUTING	JOURNEY	ADVANCED
Human Resources Management (continued)	<ul style="list-style-type: none"> ❑ Sets specific, measurable and realistic performance expectations for staff ❑ Provides specific ongoing feedback to employees on their performance or competency progress ❑ Assesses and rates employees' performance and competency development ❑ Assists employees in career-development choices ❑ Solicits feedback on employees' performance from multiple sources ❑ Develops staff through coaching and development ❑ Encourages and recognizes employees for achieving outcomes and developing new competency levels ❑ Takes appropriate corrective actions with employees ❑ Provides improvement plans for employees who do not meet expectations ❑ Understands and appropriately applies HR procedures, regulations, and policies 	<ul style="list-style-type: none"> ❑ Develops interview process that selects candidates based on demonstrated competencies ❑ Recommends pay increases based on competency development ❑ Monitors turnover statistics and tracks trends to identify strategies to improve retention ❑ Works with employees to identify individual strengths and weaknesses and recommends developmental activities ❑ Counsels and disciplines employees to resolve employee problems and grievances through formal and informal discussions and procedures ❑ Supervises, coaches and mentors employees to desired competencies needed to complete unit goals 	<ul style="list-style-type: none"> ❑ Identifies long-term goals of organization and promotes the recruitment and development of staff that meets current and future competency needs to meet goals ❑ Makes sound capital resource decisions addressing staffing and training needs ❑ Makes salary decisions and competency pay decisions that fit defined pay factors ❑ Ensures internal pay alignment across the organization as appropriate ❑ Implements disciplinary actions adhering to agency's policies and procedures ❑ Recommends changes to HR policies and practices ❑ Develops and implements a strategic retention plan

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Strategic Planning	<ul style="list-style-type: none"> ❑ Analyzes data/information for accuracy, validity, and integrity; may recommend modification of collection methodologies; interprets and evaluates results; prepares reports and/or presentations. ❑ Participates in method selection, selection of issues to analyze and how to accomplish research. ❑ Analyzes data to identify potential cause and effect. ❑ Sets organization (work unit instead of org) goals that are specific, measurable, relevant, achievable and time-bound, and that reflect the overall mission. ❑ Identifies critical objectives, timeframes, and resources to support the overall mission ❑ Ensures everyone understands the connection between his/her job and organization's mission ❑ Balances the demands of multiple stakeholders and the delivery of quality products or services 	<ul style="list-style-type: none"> ❑ Defines standards for the collection of data/information; sets standards for accuracy, validity, and integrity of data; lead efforts to modify and adapt methodologies; plans, interprets, and evaluates results. ❑ Leads method selection for research issues involving significant planning, execution and consequences. ❑ Conducts issue analysis; projects probable social research outcomes, potential impact on policy, project, or program. ❑ Organizes information and data to identify/explain major trends, problems, and causes; compares and combines information to identify underlying issues ❑ Identifies and fills gaps in information required to understand strategic issues ❑ Selects strategies and identifies the key tasks and resources needed to achieve objectives ❑ Establishes and executes plan ❑ Motivates and inspires others to action 	<ul style="list-style-type: none"> ❑ Determines the direction of project(s)/program(s) based on social research findings. Anticipates and prepares for consequences, offers alternatives for dealing with consequences and strategic impact. ❑ Determines and implements policies, project(s), or program(s) with significant impact; may involve external stakeholders. ❑ Establishes organizational mission statement, goals and objectives, and core competencies required to support the mission, goals and objectives. ❑ Anticipate trends and future changes that represent threats or opportunities and determines an appropriate course of action ❑ Generates and considers alternative options for action to achieve a long-range goal or vision ❑ Develops decision criteria considering factors such as cost, benefits, and buy-in

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	<ul style="list-style-type: none"> ❑ Initiates changes within scope of plan to achieve desired outcomes ❑ Applies long-term perspective when developing goals ❑ Recommends staffing changes needed to accomplish unit goals and objectives. 	<ul style="list-style-type: none"> ❑ Recommends organizational changes needed to accomplish goals and objectives. ❑ Establishes objectives for work units supervised in support of overall organizational goals and objectives. 	<ul style="list-style-type: none"> ❑ Monitors results and makes adjustments as needed ❑ Develops policies that support long-term goals ❑ Models the vision and values of the organization
Technical/ Professional Knowledge	<ul style="list-style-type: none"> ❑ Uses social research knowledge to effectively plan and manage day-to-day/work cycle operations of a project/program; stays current with changes in applicable field. 	<ul style="list-style-type: none"> ❑ Applies social research knowledge to plan and manage complex and/or multiple project(s)/program(s); includes data manipulation/management ❑ Develops strategies and/or policies that guide project(s)/program(s); proposes new initiatives or policies. 	<ul style="list-style-type: none"> ❑ Ability to design, adapt or create/develop a means to gather, analyze and report information, and lead others in the process; and/or innovative or policy initiatives; may lead to operational zing/adapting the process or product which has significant impact on stakeholders and/or political impact.

Minimum Training and Experience:

Master's degree in a discipline related to the work assigned to the position; or four year degree in a discipline related to the work assigned to the position and two years of research/analysis, preferably with one year in a supervisory role; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.